



Samaritans Training &
Engagement Programmes

SAMARITANS

Understanding and Responding to Anger

Course Outline

Understanding and Responding to Anger will equip participants to understand and manage anger more effectively and confidently and respond calmly and assertively to rude or aggressive behaviour.

Led by an expert Samaritans facilitator and using a variety of tools to encourage interaction and group learning, **Understanding and Responding to Anger** is a 3-hour course, facilitated course (available online or in-person) that is highly beneficial to organisations with staff who regularly have contact with people who might express anger.

Book now

Email: step@samaritans.org

Web: [samaritans.org/step](https://www.samaritans.org/step)

Tel: **020 8394 8449**

Samaritans is a registered charity

